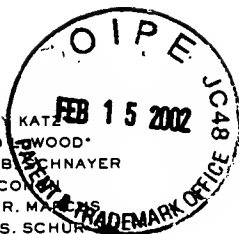


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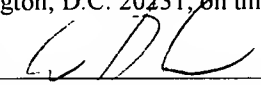
\* ALSO ADMITTED IN DISTRICT OF COLUMBIA

Commissioner for Patents  
Washington, D.C. 20231

### CERTIFICATE OF MAILING

Re: Patent Application of Dezonno  
Serial No. 09/995,027  
Filed: November 27, 2001  
METHOD AND SYSTEM FOR ROUTING  
TRANSACTIONS IN AN AUTOMATIC  
CALL DISTRIBUTION SYSTEM BASED ON  
NON-VOICE DIALOG AGENT SKILL SET  
Our File No. 6065-83766

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1-7-02   
Date Eric D. Cohen, Reg. No. 38,110

Dear Sir:

Enclosed herewith are the following:

1. Transmittal Letter (in duplicate);
2. Information Disclosure Statement (in duplicate);
3. Form PTO-1449 (in duplicate);
4. One (1) reference cited therein; and
5. Postcard.

The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account 03-2470.

Very truly yours,

WELSH & KATZ, LTD.

By

  
Eric D. Cohen



Docket 83766

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Dezonno  
Serial No.: 09/995,027  
For: METHOD AND SYSTEM FOR  
ROUTING TRANSACTIONS IN AN  
AUTOMATIC CALL DISTRIBUTION  
SYSTEM BASED ON NON-VOICE  
DIALOG AGENT SKILL SET

Group Art Unit: 2643  
Examiner: Not Yet Assigned  
Filed: November 27, 2001

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INFORMATION DISCLOSURE STATEMENT RECEIVED

- [X] 1 Pursuant to 37 CFR 1.97(b)  
[within 3 months of filing or prior to 1<sup>st</sup> Office Action]
- [ ] 2 Certification Pursuant to 37 CFR 1.97(c)  
[before Final Office Action or Allowance]
- [ ] 3 Fee Payment Pursuant to 37 CFR 1.97(c)  
[before Final Office Action or Allowance]
- [ ] 4 Petition, Certification & Petition Fee Payment Pursuant to 37 CFR 1.97(d)  
[before issue fee payment]

FEB 22 2002

Technology Center 2400

Commissioner for Patents  
Washington, DC 20231

SIR:

The following are submitted in the above identified application in compliance with 37 CFR 1.97 & 1.98:

- [X] 5 A list of documents on Form PTO-1449 together with copies of each identified document and a translation or a concise explanation of each non-English language document is enclosed herewith.

This paper is submitted in accordance with:

- [X] 6 37 CFR 1.97(b): [within 3 months of filing or prior to 1<sup>st</sup> Office Action]
- [ ] 7 37 CFR 1.97(c): [before Final Office Action or Allowance, whichever is earlier]; and
- [ ] 8 The required certification made in item 11 below; or
- [ ] 9 The \$180.00 fee specified in 37 CFR § 1.17(p) for submission of this Information Disclosure Statement is authorized in item 14 below.
- [ ] 10 37 CFR 1.97(d): [before issue fee payment]; and
- a) This is a petition for consideration of the subject Information Disclosure Statement. The petition fee (\$180.00) required by 37 CFR 1.17(i)(1) is authorized in item 14 below. (Direct this letter to: "Attention PETITIONS EXAMINER" and if applicable include batch locator information: e.g. "Allowed Files, Batch \_\_\_\_\_, Date of Allowance \_\_\_\_\_"), and

b) The required Certification is stated in item 11 below.

☐ 11 Certification

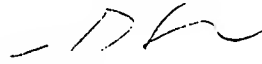
☐ 12 Each item of information in this Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; or

☐ 13 No item of information contained in this Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the person signing this document after making reasonable inquiry, was known to any individual designated in 37 CFR 1.56(c) more than three (3) months prior to the filing of this Statement.

☒ 14 Please charge all applicable fees associated with the submittal of this Information Disclosure Statement to Deposit Account No. 23-0920. An original and one (1) copy of this document are enclosed.

Respectfully submitted,

WELSH & KATZ, LTD.

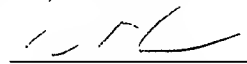
  
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